

TRAVEL WITH PURPOSE

Travel with Purpose

Hilton’s environmental, social and governance (ESG) strategy—Travel with Purpose—is integrated throughout our global business, including our operations, our supply chain and our engagement with our communities. This brief provides an overview of Travel with Purpose and the key progress Hilton made in 2022 to advance our goals.

Our **ESG Strategic Framework** outlines the priority areas for action within our Travel with Purpose strategy.



LEARN MORE
About Our 2030 Goals



CHECK OUT
Our 2022 ESG Report



ENVIRONMENTAL

PAVING THE WAY TO NET ZERO

CLIMATE ACTION | DESTINATION STEWARDSHIP



WATTS

CARBON/ENERGY

Cut managed emissions intensity by **75%** by 2030

Cut franchised portfolio emissions intensity by **56%** by 2030

Drive toward a **net-zero** future



WATER

Cut water use intensity by **50%** by 2030



WASTE

Cut landfilled waste intensity by **50%** by 2030



SOCIAL

CREATING AN ENGINE OF OPPORTUNITY

HUMAN RIGHTS | DIVERSITY, EQUITY & INCLUSION



CAREERS

Create **5 million** learning and career growth opportunities for Team Members and communities with a focus on underrepresented groups by 2030

Achieve **50%** Gender Diversity at our leadership levels globally by 2027

Achieve **25%** Ethnic Diversity at our leadership levels in the U.S. by 2027



COMMUNITIES

Meaningfully impact **20 million** community members by 2030

✓ Local Support ✓ Disaster Relief ✓ Economic Opportunities



CONDUCT

Promote responsible, inclusive conduct across **100%** of our value chain operations



GOVERNANCE

ADVANCING AND MEASURING OUR GOALS

INTEGRITY | TRANSPARENCY



PUBLIC AFFAIRS

Advocate for **public policies** that advance our Travel with Purpose goals



PARTNERSHIPS

Create and partner with **cross-industry networks** to advance Travel with Purpose objective



POLICIES & REPORTING

Operate through best-in-class **measurement** (LightStay), **governance** and **oversight**

2022 Highlights and Recognition

Conrad Maldives Rangali Island

Set more ambitious emissions intensity reduction goals, validated by the Science Based Targets Initiative (SBTI)



Invested in Fifth Wall's Climate Tech Fund, which will power new and emerging decarbonization technologies and help the global real estate sector make progress in the fight against climate change

Distributed nearly \$2.3M in Hilton Global Foundation Grants to advance our Travel with Purpose 2030 Goals, funding initiatives that support climate action, destination stewardship, career development, and community resilience



Launched Meet with Purpose checklist, which provides tools to make more sustainable meetings and events, including opportunities for procuring high-quality offsets for remaining carbon emissions through LightStay



Opened the first anticipated net-zero hotel and first Passive House-certified hotel in the U.S., Hotel Marcel New Haven, Tapestry Collection by Hilton



Committed to grant \$500,000 to the AHLA Foundation's No Room for Trafficking (NRFT) Survivor Fund over the next 3 years to continue to combat human trafficking

Partnered with American Express and Hilton's ownership community to donate hotel rooms to support Ukrainian refugees and contributed \$110,000 from Hilton Global Foundation to World Central Kitchen and Project Hope



Provided 39 grants to Team Member-nominated organizations during Travel with Purpose Week to support destination stewardship in communities around the globe



Launched \$1 per night donation for every reservation made through the Go Hilton Team Member travel benefit program, expanding funding for the impactful initiatives supported by the Hilton Team Member Assistance Fund and the Hilton Global Foundation

Expanded our existing commitments to support refugees by setting a new goal with the Tent Partnership for Refugees to hire 1,500 refugees in the U.S. over the next three years

Contributed nearly 345,000 Team Member volunteer hours in their communities



Distributed nearly \$3M from our Team Member Assistance Fund since 2017 to provide assistance grants to Team Members impacted by crises and disasters

Avoided up to 92 tons of plastic key cards in 2022 by offering Digital Key



ESG LEADING RECOGNITION

6TH CONSECUTIVE YEAR. Earned inclusion on both the **World and North America Dow Jones Sustainability Indices**

Member of Dow Jones Sustainability Indices

Included in the **S&P Global Sustainability Yearbook 2023**, receiving the additional distinction of Top 5% S&P Global ESG Score

Inducted into **DiversityInc's Hall of Fame**, recognized as the **#1 Company for ESG** and the only hospitality company on the Supplier Diversity list



Awarded **EcoVadis Gold Medal** in recognition of sustainability achievement



Named the **#2 World's Best Workplace by Great Place to Work**, ranked **#2 Best Company to Work for in the U.S.** and #1 Best Place to Work in Austria, China, Ireland, Peru, Turkey and Uruguay; and overall, ranked a **Best Place to Work in 29 countries**



5TH CONSECUTIVE YEAR. Named to **PEOPLE® Companies that Care 2022 list**

Recognized as a **2022 Leading Disability Employer by the National Organization on Disability (NOD)**, and recognized as a Best Place to Work for Disability Inclusion in the U.S. by Disability: IN and the American Association of People with Disabilities (AAPD)

Included in **Forbes list of Top 100 Most Customer-Centric Companies**

2ND CONSECUTIVE YEAR. Named a **2022 Trendsetter in the CPA-Zicklin Index** of Corporate Political Disclosure and Accountability



The integration of ESG across our business

At Hilton, every team works hand in hand to “fill the earth with the light and warmth of hospitality” and make progress toward our Travel with Purpose 2030 Goals.

Here are some examples of what our Team Members are doing to integrate ESG into our operations, supply chain and communities:



FRONT OF HOUSE
Offer Hilton Digital Key to guests to reduce single-use plastics

Report any suspicions of human trafficking



HUMAN RESOURCES
Create pathways of opportunity for Team Members and community members through job opportunities and training/education

Ensure all Team Members complete training on diversity, inclusion, and human rights



SALES
Support customers to meet their ESG goals with Meet with Purpose

Use Hilton’s Meeting Calculator and LightStay to estimate and offset the carbon footprint of events



GENERAL MANAGER
Inspire Team Member and guest engagement with social and environmental goals

Ensure hotel ESG data is tracked in LightStay and review monthly performance

Mobilize Team Members to volunteer in the communities where we live, work and travel



HOUSEKEEPING
Recycle soaps to support communities in need

Minimize energy and water use while cleaning the rooms and common spaces



Implement towel linen reuse program



ENGINEERING
Strive for operational excellence to increase efficiency

Install energy/water efficient appliances, such as LED light bulbs

Log the hotel’s watts, water, and waste data into LightStay



FOOD AND BEVERAGE
Increasingly source cage-free eggs, sustainable seafood and other ingredients

Provide locally sourced and healthy options

Set up food donation partnerships

Implement effective start-up and shut-down procedures for hoods and appliances in kitchens to reduce energy consumption

TRAVEL WITH PURPOSE CORPORATE TEAM
Collaborate with business partners, owners, and hotel leaders to develop an effective Travel with Purpose program for our hotels

Create resources and opportunities for Team Member engagement with Travel with Purpose

Advise functions across the business to advance Travel with Purpose across Hilton’s global operations



HILTON SUPPLY MANAGEMENT
Negotiate competitive pricing for more sustainable services and products, such as LED lighting, plastic alternatives and electric vehicle chargers; this approach drives impact at scale for our properties, owners and communities

ENVIRONMENTAL

PAVING THE WAY TO NET ZERO

CLIMATE ACTION

DESTINATION STEWARDSHIP

Through climate action and destination stewardship, we are paving the way toward a net-zero future for our company and the global travel and tourism industry. We recognize climate change to be a critical threat to our planet, our communities, and our business, and we've made combating it a top business priority.



Grand Wailea, A Waldorf Astoria Resort

Grand Wailea installed a 1.5-megawatt solar panel array to help power operations—one of several energy efficiency measures they have implemented across the resort.

RESETTING OUR SCIENCE-BASED TARGETS

We set new, enhanced carbon intensity reduction targets that were both more ambitious and grounded in the realities of the latest climate science. The new targets were revalidated by the Science Based Targets initiative (SBTi) and cover the entirety of our current and projected portfolio.



OUR PATH TO ACHIEVING AMBITIOUS GOALS

In 2022, Hilton engaged Schneider Electric, a global leader in energy and sustainability solutions and strategy development, to help us define our roadmap to achieve our revalidated 2030 science-based targets. Together, we ran an analysis of our enterprise-wide emissions data and calculated key interventions, their estimated cost and payback, and environmental benefit.



WATTS

47.1%
reduction in CO₂ emissions intensity per square meter from 2008 baseline¹

2030 Goal: 75% Reduction

Completed ISO 14001, ISO 9000, and ISO 5001 recertification of our portfolio of hotels

100%
offset of Scope 3 emissions from Hilton corporate air travel and rental cars

Opened **Hotel Marcel New Haven, Tapestry Collection by Hilton**, believed to be the **first net-zero** carbon emissions hotel in the U.S.

Established **LED bulbs** as a global brand standard for lighting in new-build hotels and existing hotels across all Hilton brands



WATER

33.4%
reduction in water consumption per square meter from 2008 baseline¹

2030 Goal: 50% Reduction

2
community water projects completed in 2022

100%
of hotels mapped against World Wildlife Fund water risk indices

ELEVATING WATER EFFICIENCY STORMWATER MANAGEMENT

In an effort to reduce the burden on the city's stormwater infrastructure and improve water quality, **Conrad Washington, DC** features an onsite stormwater management system where it is able to capture 97% of rainfall and use it to irrigate the hotel's outdoor terraces and to cool its air conditioning towers



WASTE

65.4%
reduction in landfilled waste per square meter from 2008 baseline¹

2030 Goal: 50% Reduction

Launched pilot program with **Goodr** to collect unused food and deliver it to local nonprofits

- Served 590 meals to the local community
- Diverted 708 lbs. of food from landfill
- Prevented 384 lbs. of carbon dioxide emissions

2.3M+
bars of soap donated, diverting more than 211,000 pounds from landfill in 2022

35.7%
of waste diverted from landfills (managed hotels only)

Launched Digital Key share feature which has been shared over **1M** times since inception, significantly reducing plastic waste

¹ Reflects data from Hilton's managed hotels as of December 31, 2022. This data has been reviewed by an independent third party.

SOCIAL

CREATING AN ENGINE OF OPPORTUNITY

HUMAN RIGHTS | DIVERSITY, EQUITY & INCLUSION

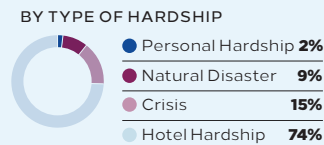
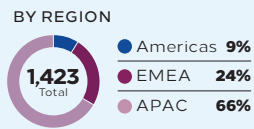
Our enduring role is to foster opportunity for people, including our Team Members and our neighbors, in the destinations where we operate around the world. In addition, we bring urgent focus and committed action to the pursuit of diversity, equity & inclusion and to the protection of human rights.



The **WB Abu Dhabi, Curio Collection by Hilton DoubleTree by Hilton Abu Dhabi Yas Island Residences** and **Hilton Abu Dhabi Yas Island**. Team Members from multiple properties are working together to plant mangroves during Travel with Purpose Week.

TEAM MEMBER ASSISTANCE FUND (TMAF) SUPPORT IN 2022

Hilton expanded its TMAF program to provide further assistance to its Team Members beyond support after disasters. The program now supports Team Members experiencing undue financial hardship due to an unexpected personal circumstance.



PARTNERED WITH CLIMECO



Hilton introduced the Meet with Purpose checklist to enable customers to host more sustainable meetings and events, and partnered with ClimeCo to launch a feature in LightStay to purchase high-quality carbon offsets for carbon neutral meetings.

CAREERS

OUR COMMITMENT TO DIVERSITY BY 2027

50%
Gender Diversity at our leadership levels globally

25%
Ethnic Diversity at our leadership levels in the U.S.

OUR PROGRESS

40%
Women¹

+3%
vs. 2020

19%
Ethnic Diversity²

+2%
vs. 2020

677,000+
learning and career growth opportunities created in 2022

GUILD

Partnered with Guild Education, providing **70+ continuing education programs** for Team Members.

- ✓ Professional Certificates
- ✓ College Preparatory Classes
- ✓ High School Completion Courses
- ✓ English Language Learning

COMMUNITIES

2022 ACTION IN LOCAL COMMUNITIES

in partnership with the Hilton Global Foundation

344,000+
volunteer hours

475,000+
meals donated

\$690,000+
monetary gifts

2.3M+
bars of soap donated

\$7.9M+
in-kind donations

2.8M
community members impacted

SUPPLIER DIVERSITY

progress, to date

3,164
total jobs supported

\$334M
total supplier diversity spend

CONDUCT

98%
of managed hotels completed Diversity & Inclusion/Unconscious Bias and creating a Harassment-free Workplace training

100%
of managed and franchised hotels mapped for numerous human rights risks

50%
of brands have at least one brand standard requiring local sourcing

As a supplier for many corporate customers, Hilton undergoes the EcoVadis sustainability assessment annually. We scored in the **top 5%**, earning a Gold Medal.



Launched a pilot with MindClick to evaluate the social and environmental performance of vendors across focused-service and all suite brands. These findings will influence decisions on hotel design and product selection.



1 Data is based on self-identified gender. Hilton recognizes and supports Team Members who identify as non-binary.
2 Reflects the Gender and Ethnic Diversity of our non-management directors.

GOVERNANCE

ADVANCING AND MEASURING OUR GOALS

INTEGRITY | TRANSPARENCY

We are committed to best-in-class governance practices that ensure we operate with accountability, integrity, and transparency in everything we do. Everyone—from our CEO and board to our Team Members—joins forces to operate the business responsibly. To fulfill our commitments, we consistently measure our progress toward our goals and use that data to assess risk and drive decision-making.



To help attract talent and fill more than 4,000 job vacancies in Mexico, Hilton launched a two-day grassroots recruiting campaign.

AMEX GBT PARTNERSHIP HELPS BUSINESS TRAVELERS TO BENCHMARK THEIR PROGRESS

American Express Global Business Travel (Amex GBT) Global Business Consulting partnered with Hilton to develop the [Amex GBT Stay Green](#) [whitepaper](#), helping business travelers to take the pulse of global travel and meetings with respect to hotel sustainability. The report provides an in-depth look at where organizations are focusing their green initiatives and how far they have progressed.

IT'S A PENALTY CAMPAIGN

Hilton continued to work with It's a Penalty to advance our shared goal of protecting human rights through educational outreach at high-profile sporting events globally. In June, Hilton Birmingham Metropole welcomed more than 100 guests to a launch event ahead of the start of the Commonwealth Games. Team Members at the hotel completed specialized training to spot the signs of human trafficking.

PUBLIC AFFAIRS

To advance our goals, we work closely with industry associations, shape public policies and lobby for legislation.



The Real Estate Roundtable

WAYS WE HELPED SHAPE PUBLIC POLICIES IN 2022:

Led advocacy efforts to **stimulate leisure and business travel**, including supporting tax incentives and funding for destination marketing

Supported policies to address our **workforce needs** through immigration and visa reform and expanded skills training programs

Advanced legislation that helps our hotels become more **sustainable**, including tax incentives for energy efficiency upgrades, EV charging stations and plastic elimination

[VIEW ALL Our ESG policies and reporting](#)

PARTNERSHIPS



In partnership with American Express and Hilton's ownership community, Hilton donated hotel rooms across Europe to support **Ukrainian refugees**



Hilton made an investment in **two Fifth Wall climate technology funds** that aim to decarbonize the global real estate sector



Committed to grant **\$500,000** to AHLA Foundation's No Room for Trafficking (NRFT) Survivor Fund over 3 years



Hilton has deepened our partnership with Aquicore in the U.S., a leading platform for energy and facility performance management. The platform equips operations and engineering leaders to monitor systems centrally, and identify actionable, low-or-no-cost equipment modifications to improve performance.

Since installing Aquicore in our first property in 2017, we have achieved over **\$4 million** in energy cost savings.

POLICIES AND REPORTING



98% of managed hotels have completed training on preventing human trafficking



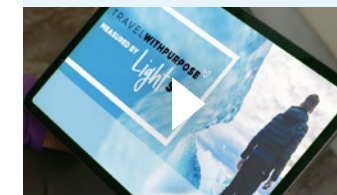
100% of hotels mapped against human rights risks

LIGHTSTAY HELPS US TRACK, ANALYZE, AND REPORT OUR ENVIRONMENTAL AND SOCIAL IMPACT at each of our hotels, as well as our progress towards our 2030 Goals.



\$1.38B+

cumulative savings in watts, water, and waste costs since 2009 by measuring and monitoring our utility performance in LightStay



WATCH OVERVIEW
[Hilton LightStay Reporting for Meetings & Events](#)